Opera Programme

Inside this issue:

Of special interest:

Vroom! Make Way for Opera's New Dashboard

No, it's not the black, padded vinyl kind, but rather a well-designed visual display that gives you instant access to all the most essential Opera features, guest particulars, and property status details. From one screen you can now initiate reservations, work with guest profiles, perform cashiering duties, and even manage housekeeping activities. What's more, you can tap into the wealth of information essential to providing good service and conducting efficient business.

The Opera Dashboard lets you directly perform many of the activities that comprise the core of your day-to-day operations, without ever going through a menu. Among many other tasks, you can:

▶ Create new reservations using a pre-specified sequence of screens. (See *Reservation Flow* for more about this great feature.)

▶ View reservation details and edit, cancel, and reinstate reservations.

▶ Check and change current room statuses. Color codes immediately tell you if the room is clean, dirty, or inspected.

▶ Take and retrieve guest messages.

▶ Make room moves for checked in guests.

▶ Review and change guest profiles. Change address, email, and phone information without leaving the Dashboard; edits are immediately saved to the profile.

The Dashboard lets you quickly search for reservations by guest name, room number, or confirmation number. Advanced search features
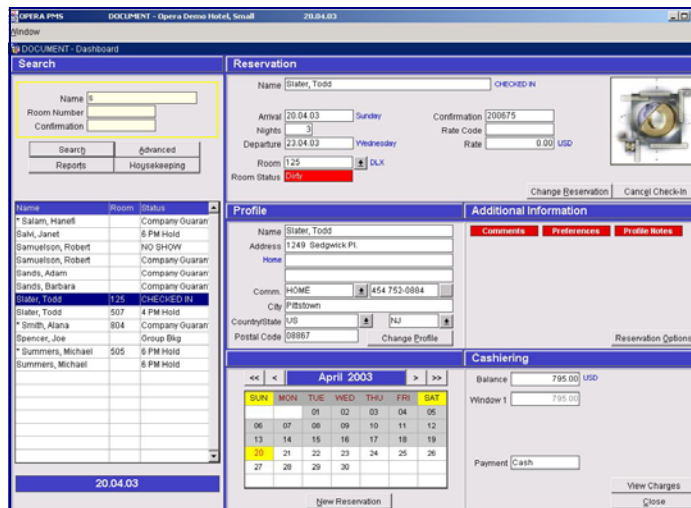
BARs Sets Sights on Bargain Travel Market

Few would dispute that price rules in today's travel market where cheap airfare, hotel, and car rental websites abound. When making hotel reservations, potential guests aren't too shy to demand, "What's the best rate you can give me for my stay?" or "Give me your lowest rate, breakfast included."

Opera and ORS have just rolled out a new weapon in the battle to win business from savvy customers who are willing to shop around for bargain rates.

The Best Available Rates feature, or BARs, lets hotels and central reservations offices designate a selection of rate codes to be considered when searching for the best rate for a new reservation. This provides low-level control over the sell process and ensures that special rates, such as employee discount or corporate contract, are not taken into account. The Best Available Rates filter can be turned on or off by selecting a check box on the Opera Rate

Opera Dashboard – Take a Test Drive Today!

(Continued from page 1)

include other options like first name, company, CRS number, membership number, and more. Your selection from the results listed in the Search panel controls the information shown in other areas of the Dashboard. Click on column heads to sort the search results by guest name, room number, or reservation status.

The Dashboard makes your job easier with built-in "intelligence." As you highlight guest names in the Search panel, buttons dynamically appear elsewhere on the Dashboard, giving you one-click access to tasks that depend on that guest's reservation status. For example, for Due In guests, a **Check In** button appears in the Reservation panel; for Due Out Guests, a **Check Out** button appears in the Cashiering panel, and for In-House guests, a **Change Reservation** button appears in the Reservation panel and a **View**

Charges button appears in the Cashiering panel.

If the reservation is not yet checked in, clicking on the Room field down-arrow takes you to room blocking. If the reservation is already checked in, the same action presents the room move screen.

Similarly, the Available Information panel gives you a straight shot to the exact information you need when you need it. Depending on the guest highlighted in the Search panel, this area of the screen displays links to Share information, Routing arrangements, Preferences, Messages, Comments, and Deposit and Cancellation rules, among others. And for a streamlined, uncluttered look, most data fields appear only when there are appropriate details to display.

The Cashiering panel shows the guest's payment

method and currency, and offers a summary of guest charges on up to eight Billing screen windows. Window routing codes populate for fast reference.

With the color-coded Dashboard calendar you can easily identify special day types like hotel events, weekends and holidays. Click on any date to check House Status. The calendar defaults to the current month, but you can jump from month to month or year to year, as necessary.

Use the Control-F4 Quick Key to open the Dashboard, or specify it for your startup screen. And keep in mind that the dashboard is completely touch-screen compatible.

Once you've taken a test drive, Opera's new Dashboard feature is sure to become standard equipment when you're at the controls.
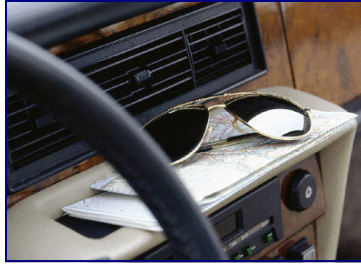
Dashboard's smart features anticipate your needs based on the reservation status of the guest you select.

VISION Focuses on Management Reporting

Vision, a reporting and analysis suite from Lasata Software, has been specifically tailored for use with Opera. Vision for Opera lets you quickly and easily produce *ad hoc* management reports using the language of the hospitality business, without knowledge of SQL, database tables, and row names. Organizations can develop their own sophisticated reporting environments using the range of Vision products. Key benefits include:

▶ Direct access to information from within a familiar desktop environment.

▶ Requires no knowledge of SQL or database structures.

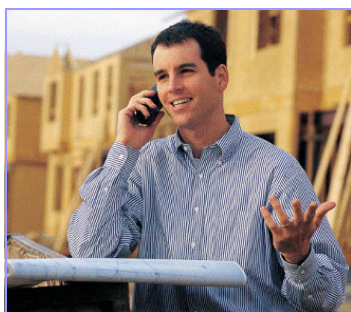▶ Sophisticated analytical tools for performance measurement.

▶ Multi-currency and multi-language — English, French, German, Spanish, Italian, Japanese, and Chinese.

▶ Built-in security features.

Vision compliments and extends the power of Opera by helping managers more fully exploit Opera's immense storehouse of information.
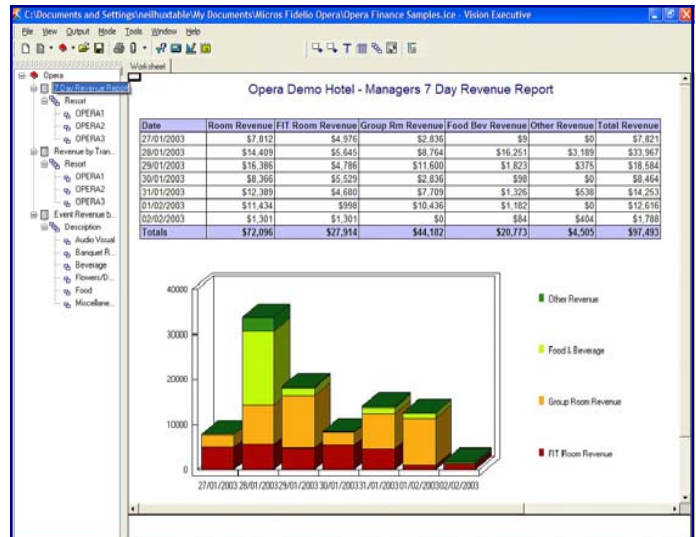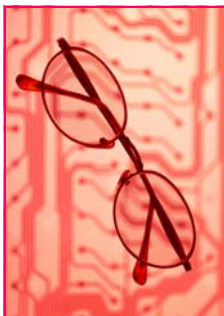
Did You Know? *Tips and Tricks for Opera Users*

Profile Search shows only current negotiated rates

When searching for a profile (guest, company, travel agent, and source) the **$** and **$$** dollar signs next to a profile name mean that negotiated rate code(s) have been attached to the respective profile and will therefore be referenced during the reservation sell process. This assumes that the rates have a current sell date range. If negotiated rate codes have been attached to the profile and the sell dates have expired, the **$** and **$$** will not appear.

Handy search shortcuts

Here are some handy tricks to speed entering search options from screens like the Reservation Search screen or the Arrivals Search screen. When entering names, you can use the percent sign (**%**) to stand for any one or more characters. Use the underscore (**_**) to represent any single character. For instance, if Joe Timberman is asking to check in, you can simply enter **% man** in the *Name* field and select **Search** to see a list of possible matches. When entering dates in any of the Date fields, use the plus sign (**+**) followed by a number and the tab key to advance the date by any number of days: **+1** for 1 day, **+2** for 2 days and so on.

Use the minus sign to go backward in time. Here's more: **++** advances a week and **+++** advances a month.

Copy Specials from Accounts to reservations

When you add Specials to the guest's Reservation (e.g., items like foam pillows, extra towels, fresh fruit, etc.), Opera prompts whether you wish to add these items to the guest's profile. Get the most out of the Specials field by attaching the most important and repetitive specials codes to profiles. Every time you make a reservation for the guest, you will be prompted to add these specials. This works for profiles other than individuals, too. For example, if guests associated with a specific company are always provided with fruit and flowers in their room, add these Specials codes to the company profile's Preferences. When the company is attached to a reservation, you will be prompted to associate these specials with the new reservation. (Specials are a kind of Preference, configured under Profiles> Preferences.)

A rate is a rate is a rate...

Fields holding the same rate amount information on the Room Types screen and the Room Edit screen have been renamed for consistency. The *Brochure Rate* field on the Room Edit screen, and the *Rate Amount* field on the Room Types screen have both been renamed *Published Rate Amount*.

Update future reservations with membership changes

We all know that the more revenue you spend or the more nights you stay the more likely it is that your membership level will improve. If after having made reservations in Opera for a future date you upgrade (or for that matter downgrade) the membership level associated with the guest's profile, Opera will ask whether this new level should be applied to any existing future bookings. Of course it doesn't make sense to change membership levels on past reservations, so historical reservation are unaffected.

Fingertip control

The German language has a special word for it – *fingerspitzengefühl*. It means sensitivity and tact, fingertip control. And that's a good way to describe the Opera touch screen feature. If you have access to a touch screen monitor you can work with Opera without a mouse. Just touch the function button or the option you want on the screen and away you go!

*Select **Recent Reservations** from the Reservations menu to choose from a list of the last 10 reservations you opened.*

Opera Confirmation Letters Go Wireless

Guests can now receive a confirmation message on their text-messaging enabled mobile phone or PDA, all within seconds of making a reservation! The confirmation can include details such as arrival and departure dates, confirmation number, hotel name, and contact name. Each message can be customized as necessary. This new feature uses a wireless technology called SMS (an acronym for Short Message Service) and it's available for both Opera PMS and ORS.

In order to offer this new service, the hotel or central reservations office must subscribe to an SMS Content Delivery Provider such as PocketThis. For information about PocketThis, please visit www.pocketthis.com.
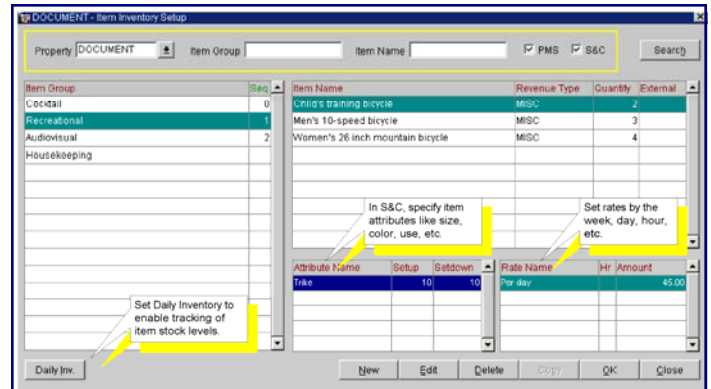
Take Stock with the Item Inventory Features

The Opera Item Inventory module, previously available only to Opera Sales & Catering users, has been extended to the Opera PMS environment. At the same time, Item Inventory has been expanded to allow you to attach items to both reservations and blocks, and to provide easy to use forecast and analysis features.

"Items" can include any equipment, products, supplies, services, or devices that can be rented or sold to guests or to catering customers as part of a catered function. They can range from extra beds and cribs, to flipcharts, LCD projectors, irons, bicycles, and bartenders. In addition, in the S&C environment, item attributes let you further characterize items by details such as its size, color, and intended use — any feature that might be important in assigning the item to a guest. For example, bicycles might have attributes like men's 10-speed, women's 26-in. touring, or child's trainer. Each item can be configured with the appropriate rates, such as hourly, daily, or by the week.

The Daily Inventory feature allows setting the "quantity in stock" for each item on a daily basis. While this is not mandatory, it allows the Opera to monitor and report on daily fluctuations in your inventory.

Inventory levels for each item may be set up to reflect changes that depend on season and/or day of the week.

Once the items have been defined, they can then be attached separately to a reservation, attached to a block, or, alternatively, attached to a package.

When the inventory item is attached to a package code, it is automatically associated with a reservation either when a rate code with that package code is selected for the reservation, or when a package element is

manually attached to the reservation. The inventory records for the item in both cases will reflect the posting rhythm of the package. A message warns you when booking an item (either di-

rectly or by via package or rate code) for which inventory is unavailable.

The Item Inventory Availability screen makes it easy to check whether items are available. It can be displayed by a button on several screens, or via the F5 Quick Key.

New reports show all configured inventory items and inventory items reserved on reservations and blocks.

Quest for Quality Moves Ahead with QMS

Opera's QMS (Quality Management System) continues to advance in the quest for quality with several new and enhanced features.

In-house guest search during Quick Task creation. To speed preparing guest-originated quick tasks, you can now search the In House Guests list right from within QMS. No need to toggle between PMS and QMS to find the location of in house guests.

QMS tasks integrated into PMS End of Day. The QMS Night Process has

become part of the PMS End of Day procedures. With this nifty bit of integration, all Night Process tasks will be executed automatically on a daily basis without requiring intervention.

OOO/OOS alerts on task creation. While creating a quick task, if the location selected has either an out of order or out of service room status, a warning message will display so you can take appropriate action.

Enhanced Auto Plant Asset setup. Plant Assets can be defined relative to locations as well as rooms. Being able to

make this kind of distinction is handy, for example, when the asset is located in, say, the Mezzanine rather than in a separate room.

New look for the QMS Navigator. The heart of QMS, the Task Navigator screen, has been redesigned. The icons indicating task-associated information have been replaced with descriptive text. And with the addition of a Room Status column, you can now see the status of the room location prior to entering a task.
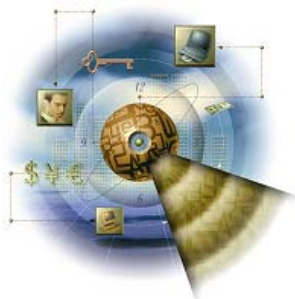
Profile Requests Make Info Fulfillment Fast

With the new Profile Requests feature, Opera PMS and ORS users can quickly attach requests for standard information products — such as rate cards, brochures, event fliers, etc. — to guest profiles, along with delivery instructions (either via email or regular mail). Depending on how request types are configured, you may then send the information immediately by email, use mail-merge features to prepare a customized Word document, or take advantage of a fully automated data export to prepare a distribution list for fulfillment.

In addition, for immediate email responses, you can select any pre-defined embedded HTML email message. What's more, your HTML messages can be prepared in various languages. Then, if the guest's profile includes a language preference and the message is available in that language, the appropriate version will be automatically chosen for the email response.

When conducting marketing campaigns, the Data Extraction feature works handily with Profile requests. Data Extraction includes a customizable query that lets you draw information related to some or all profiles which have requested information.

To request to have an email or print brochure sent to a guest, select the Request button from the Profile Search screen or from the Profile screen's Options menu. The Profile Requests screen lets you specify the information to be sent and the communication method.

Once a Profile Request exists for a Profile, the Request search screen will show the request and its details. This is a useful way to find out what brochures have already been sent to the customer.

Do Your Own Thing with Online Help

Fast Fact :
If the latest online help were to be printed out, the document would be around 4000 pages long.

Ever wish you could look up work schedules or check a company policy fast, without leaving your Opera workstation? Here's an easy way to integrate access to your hotel or chain's own support information from within the Opera Online Help system — the **Customized Help** link from the Help Contents panel.

With very little prep work, selecting this link opens your customized help system in a new browser window, putting hotel- or chain-specific information at your fingertips. All you'll need to do is create a "portal" page — basically a table of contents w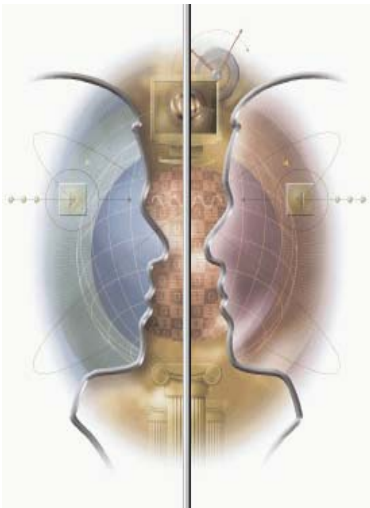ith hyperlinks to the information resources you wish to make available. No need to revise or duplicate information for online display, either, since most formats can be opened directly in the browser, as long as the appropriate applications are available on your workstation. MS Word documents, Adobe Acrobat PDF files, text documents and HTML pages, for example, can be linked to your portal page with no special preparation.

As an added advantage, changes made to your source documents (like phone list updates or organization chart changes) can be made available immediately.

You can design a portal page with any word processor that lets you save in HTML format. Detailed instructions are provided right in the Opera Online Help.
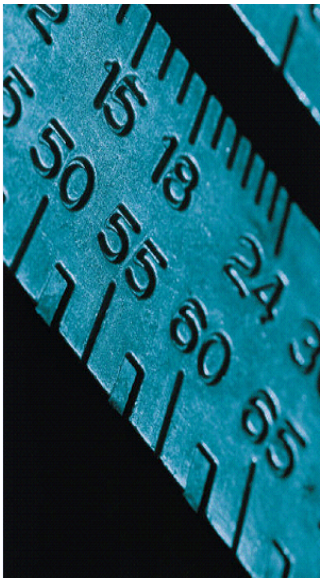
A New Set of Tools – A New Set of Rules

Opera developers use a programming toolkit called the Oracle Developer Suite for most of their software engineering work. This well-tested software development product has been around for a long time. First used to design
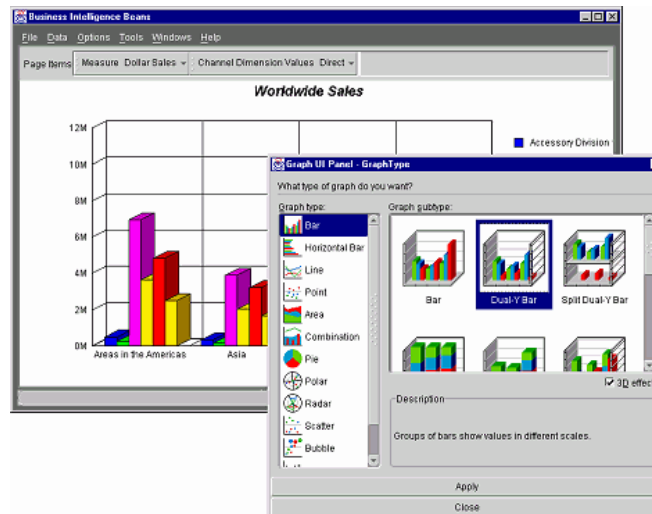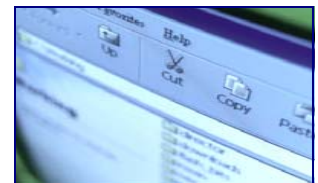
calls "forms.") Like other 4GL tools, Oracle Forms Developer uses a graphical interface that lets the programmer "draw" the form and create the underlying code in one operation. Oracle Designer, another Oracle Developer

Another new product feature available with Oracle Developer 10g allows us to load commonly used forms directly into the server memory. As a result, not only can the program start up faster, but it can more smoothly handle heavy loads during peak business hours like morning check out.

and produce character-mode mainframe applications, it emerged into the desktop PC world where it was adapted for client/server programming. Now it has evolved further to let the Opera Development group take full advantage of the benefits of web software deployment.

Right now, Opera programmers are switching over from Oracle Developer Suite 6i to the new product. Under current plans, Opera Version 3.0 will be the first Opera release to be built using Developer 10g. Here are some insights into what Opera Developer Suite 10g means to our all-star team of "techies" and, ultimately, to you.

At the heart of the suite is Oracle Forms Developer, a powerful fourth-generation language (4GL) tool for building forms-based applications. (What you call "screens," an Oracle developer

Suite module, also offers a graphical interface for Rapid Application Development (RAD). RAD is a design concept that speeds and simplifies the entire development process — from building the business model, to database schema design, to application generation and deployment. Bottom line: We can program faster, better, and have more fun doing it!

Oracle Developer 10g allows us to achieve a tighter integration between the application server and the client PC. In other words, we can build products in the new development environment that encourage the application server (where the main program control resides) and your local PC to work together more efficiently. For you, this means certain operations will be faster and can be done in a more "transparent" fashion for a better user experience.

Oracle Reports Developer, an important piece of the suite, provides a development environment for easily building reports that can pull all kinds of data from your Oracle database, manipulate it, and format it into clean-looking displays and printouts. If this isn't enough, the new Business Intelligence Beans feature will let you call up data and statistics in really nifty and colorful matrices, group reports, graphs, charts, and combinations of these, from any Opera screen.

Here are some other features to look out for, all made possible by Oracle Developer 10g:

► An updated Opera color scheme for a whole new look and feel.

► Enhanced workflows using Java components.

► Full support for all image formats like PNG, GIF, BMP, and JPG.

► Sending report outputs to an FTP server location.

► Integration with wireless devices so the report server can send notification via cell phone, personal digital assistant, fax, or email when a report is printed.

Now we can program faster, better, and have more fun doing it!

ORACLE

Tech Talk: Opera on the Remote Desktop

A number of Opera customers — particularly large multi-property hotels and chains — run some or all of their business software applications in what is known as a "remote desktop" environment. Opera has been tested and is compatible with two remote desktop products: Microsoft's Terminal Services, a component of Windows 2000 Server and later operating systems; and Citrix, a remote office connectivity solution from Citrix Systems, Inc. We are often asked how these systems work and what special considerations are involved when Opera is deployed using them.

A remote desktop system is a collection of specialized software and hardware that enable organizations to securely deliver applications (like corporate email, financial programs, and Microsoft Office apps) and information to distant properties, business centers, and central reservations offices. These systems also let hotels maintain
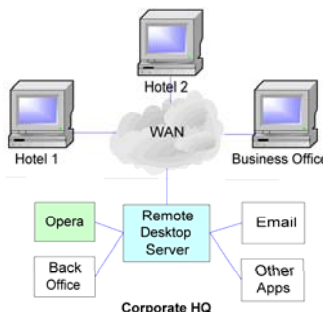
those applications and information databases from a central location.

The remote desktop system is an additional layer between the user and the application. Rather than accessing a local server where application programs are running, users first log onto the remote desktop server from their PCs. A wide area network (WAN) or a secure web connection is used to link users with the server. Once signed in, users can share the company's business applications, which reside on the remote server.

Some special considerations when you are deploying Opera in a remote desktop environment include:
▶ Installation and maintenance of the Citrix or Terminal Services products.
▶ Addressing the increased complexity of the support effort.
▶ Optimizing printer performance over the WAN or web.

Coming to a Screen Near You – Regional Websites

A key element in MICROS-Fidelio's success is our strong network of regional support offices and distributors. Many of our colleagues are reaching out to present and future clients by creating their own websites that appeal directly to members of the hospitality industry in their parts of the world.
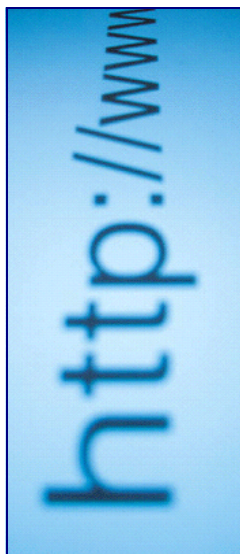
One important way that these web pages reach their target audience with a direct message is by translating important information, like product documentation and press releases, into the local language. Localized web pages are also used to list clients in that region that are already using one of the many MICROS-Fidelio products. Another big advantage for regional websites is that governmental issues like tax laws and regulations, which may vary widely from one country to another, can be more easily addressed.
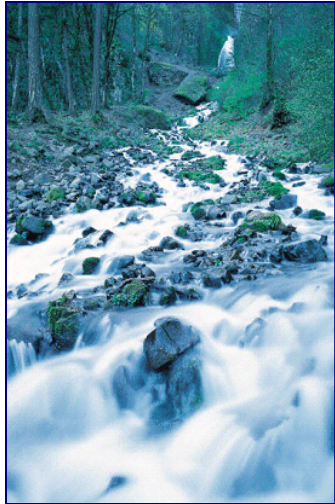
Some other common features include information on how to contact the regional office and MICROS-Fidelio affiliates, links to related web pages, and possibly job postings. For the most part, content ideas are left to the regional offices and what they think will meet the needs of their clients and prospects.

Take a world cyber tour of MICROS-Fidelio and check out the websites some of our regions have created. If your region or country is not listed, stay alert. Additional regional web pages are being planned.

Some Regional Web URLs	
MICROS-Fidelio Global www.micros.com	**MICROS-Fidelio Nordic** www.fidelionordic.com
MICROS-Fidelio Italy www.micros-fidelio.it	**MICROS-Fidelio France** www.micros-fidelio.fr
MICROS-Fidelio Japan www.micros-fidelio.co.jp	**MICROS-Fidelio Germany** www.micros-fidelio.de
MICROS-Fidelio Korea www.micros-fidelio.co.kr	**MICROS-Fidelio Denmark** www.micros-fidelio.dk
MICROS-Fidelio Spain www.micros-fidelio.es	**MICROS-Fidelio Asia-Pacific** www.mfap.com.au
MICROS-Fidelio EAME www.micros-fidelio.net	**MICROS-Fidelio Portugal** www.micros-fidelio.pt

"Our regional website is designed for customers interested in our products or who are looking for a new hotel and/or restaurant system."

Masaki Tamura, Sales and Marketing Manager MICROS-Fidelio Japan

Reservation Flow — Way to Go!

When it comes to making reservations, the "one size fits all" approach is definitely <u>not</u> the way to go. Early on, Opera's designers realized that business practices vary, and included such customizable "new res" features as required data fields, mandatory profiles, closing scripts, and confirmation letter handling options — all entirely under the property's control. Much of this unique flexibility comes from Opera's extensive use of selectable parameters known as Application Settings. (Opera has over 500 of them.)

The Reservations process just got an added shot of versatility with a new reservation setting called Reservation Flow. This option lets each property determine the sequence of screens the reservation agent sees, and hence the flow of the reservation-taking process.

With the Reservation Flow setting, your options have been collected in a single parameter and expanded by adding two new choices that make use of the Property Calendar, a graphical display of day types, special events, and holidays for your reference.
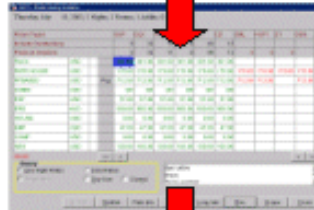
You can pick one of four ways for reservation agents to capture new reservation bookings. Here is a quick look at the selections:

▶ **Direct** – Go directly to the Opera Reservation screen.

▶ **Rate Query** – Start by performing a rate query and, selecting a rate from the Rate Query grid. Then go to the Reservation screen.

▶ **Calendar** – Select the stay dates from the Property Calendar by first clicking on the guest's arrival date and then on the departure date. (The default start date is today's business date.) The Reservation screen appears, with the arrival and departure dates filled in.
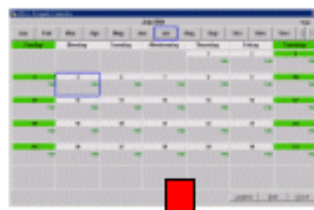
▶ **Calendar/Grid** - First select the reservation dates from the Property Calendar. Next, choose the rate from the Rate Query grid. Finish up with the Reservation screen, where the rate, number of adults, and stay dates are already filled in.
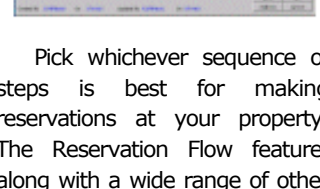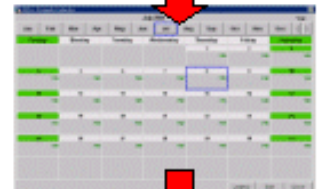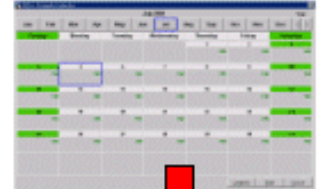
Pick whichever sequence of steps is best for making reservations at your property. The Reservation Flow feature, along with a wide range of other reservation parameters — such as mandatory guest profiles, mandatory payment method, default reservation type, and user defined data fields — make it easy to customize the reservation process.

Web Credit Card Interface Speeds Processing

Opera's credit card interface now supports web-enabled transaction processing with two new communication options — high-speed HTTP connections over virtual private networks (VPNs), or communication over the public Internet using secure HTTP. The web-enabled credit card interface has multiple advantages.

▶ **Data Center Design for Credit Card Software** – Maintenance is simpler because there is no longer any on-site credit card software.

▶ **High Speed Processing** - Credit card authorizations and settlements can be obtained in 3 to 5 seconds. This is a huge improvement from the older dial-up modem method.

▶ **Better Guest Service** – Shorter credit authorization processing times mean faster check-ins.

▶ **On-Line Settlement** - Credit card settlements can be sent on-line, at checkout. This simplifies the auditor's job since batch settlement no longer are sent out as part of the end of day routine.

▶ **Dynamic Currency Conversion (DCC)** - The new web enabled credit card interfaces are equipped with Dynamic Currency Conversion. This allows guests to pay their hotel charges in their home currency. By using DCC guests know what exchange rate they are being charged. And, based on the clearing house with which they are working, the hotel can take a percentage of the exchange rate markup.

This new web enabled credit card interface is currently available in the US and Europe. It can also be used by properties in other geographical areas who wish to write to the interface XML specifications.

The Web Credit Card Interface can reduce processing time from 25-30 seconds, all the way down to 3-5 seconds.

Commission Handling Made Easy

The completely revamped commissions module provides an intuitive editing screen that allows changes to the commission code, commission amount, tax amount and pre-paid commissions on a commission detail. This is a remarkable feature that should prove extremely useful when you are dealing with reservations having a *No Show* or *Cancelled* status.

Changes and edits, along with messages pertaining to the commission, display in the Notes field in the lower part of the screen. The commissions agent can type any other comments in this area as well.

In addition, when a commission record is detached from an agent, that fact is now logged by the Opera system, and the reason is displayed in the Notes field for future reference. This new feature is parameter driven and it is the property's decision whether or not to require the agent to enter a detach reason.

As an added convenience, currency conversion information displays when the bank currency differs from the local currency. The exchange rate and the calculated commission amount in bank currency are shown for easy reference.

When paying commissions from the Commission Processing screen, informative messages advise you if there are no commission records to process for one reason or another. Some examples of reasons for such a message would be that the commissions are on hold or no records are eligible based on their departure date. (When paying commissions, you may select the range of departure dates you wish to process.)

If Opera discovers errors during commission processing (for example, if the city or state is missing from the agent's profile record), the on-screen notification can be formatted as a report by selecting the **Preview** button. The previewed report can then be saved, printed or e-mailed, as the agent deems necessary.

Total Commission to Pay	216.96	216.96 USD*1.8 = 390.53 AUD

Notes

06.19.03 05:09 PM Commission detached from SUNNY CRUISE LINES with Detach Reason: Waiting for weekly summary
06.19.03 05:09 PM Commission attached to SUNNY CRUISE LINES
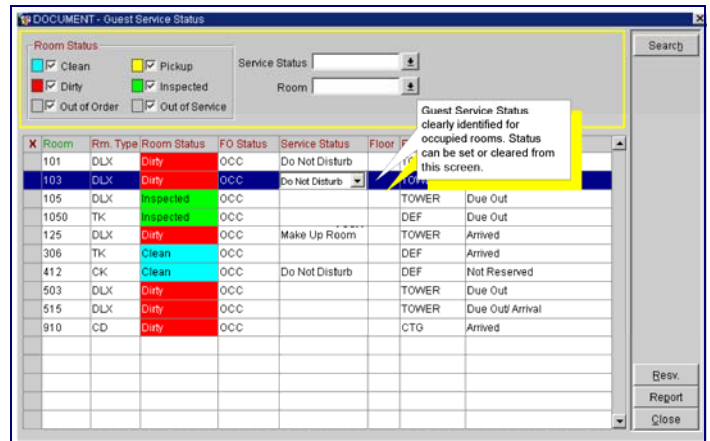
OK
Save
Close

By Special Request—Enhanced Guest Service

What do you do with those phone calls from guests, telling you that they are ready to have their rooms cleaned… *now*? Or how do you make sure everyone gets the word when the guest does not wish to be disturbed?

Opera's answer to these familiar questions is the Guest Service Status feature. With or without an online notification interface, you can track and report on those rooms that have requested to be flagged as Do Not Disturb or Make Up Room.

The guest service status is shown on the Guest Service Status screen where you can see immediately which guests have made a service request, along with other useful information. Housekeeping departments, in particular, will find this screen an important tool when prioritizing the order of the rooms to be serviced.

When an online notification system is interfaced with Opera, a guest service request received by the system is automatically reflected in Opera. When the interface is not active, users are able to manually select either one of these services for any In House guest.

The Do Not Disturb status is passed on to the telephone operator, too. Operators are immediately able to see the Do Not Disturb notification on the Telephone Operator screen.

Money Matters: Opera Currency Exchange

With Opera installations in dozens of countries worldwide, it's not surprising that its multi-currency capabilities are among the most appreciated by users. Although the number of currencies that Opera can handle is virtually unlimited, the standard set of start-up data (called SID, or "seed" data) now includes 36 currency codes, with the Guatemalan Quetzal, the Colombian Peso, and the Peruvian Nuevo Sol being the most recent additions.

The most common type of currency exchange occurs when the hotel takes in a guest's foreign currency in return for the local currency — in so doing, the hotel is actually buying the foreign currency. But Opera also supports selling foreign currency. Aside from the possible convenience to guests who are moving on to another country, currency "sales" might also come into play if, for example, the hotel pays commissions to international agencies in their native currency. Opera allows both a sell exchange rate and a buy exchange rate (plus associated buy and sell commissions, if desired) for each currency the hotel handles.

Whether you're buying currency or selling currency, figuring the details of currency exchanges is fast using the revamped Currency Calculator screen. By selecting the Sell Rate or Buy Rate radio button (Buy Rate is the default), the screen can be used for both currency sales and purchases.

Choose the exchange purpose (for example, guest bill settlement, or cashing traveler's checks) and the display shows the exchange rate and the calculated amount.
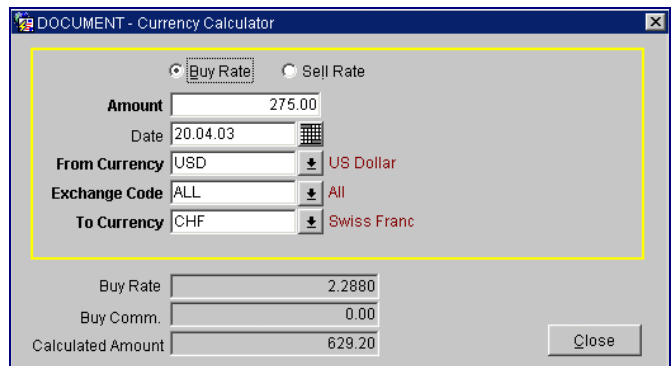
OCIS Memberships Rack Up Points

The flexible and adaptable Opera Customer Information System (OCIS) Memberships module has been vastly enhanced to support the rules and award guidelines for almost any type of membership program. Here's a rundown on some of the new OCIS Memberships features now available.

▶ **Silver, Gold, or Platinum? Upgrades and Downgrades:** When tallying points for upgrade and downgrade purposes, calculations can be made on a

You may apply multiple rules to determine when a membership is upgraded or downgraded. Rules can be based on stays, nights, or revenue.

▶ **It All Adds Up - Point Calculation:** With dozens of setup parameters, OCIS offers great flexibility in configuring point calculation rules. Among others, rules can be based on revenue group, minimum and maximum nights, rate code and group, market code and group, property code and group, and days of the week.

▶ **The Day of Reckoning - Statements:** The OCIS application allows you to view past statements and generate

of batches for processing; and customized messages can be printed on the statements in each batch.

▶ **He Said, She Said – Claims Handling:** The OCIS Memberships module contains a host of features to help administer, track, and resolve issues with membership claims. For example, you can use the claims features when a member feels that award points have not been properly credited to their account, or when a member has questions about how points rules were applied.

▶ **Hey, Nobody's Perfect - Transaction Adjustment:** No matter how accurate the Membership points calculation may be, there will be times when you need to change members' records. For example, a member may mistakenly provide incorrect membership information at the time of stay resulting in points being credited to another member's account. In these instances, the system allows you to manually adjust the member's profile record as necessary.

standard January to December calendar year or on a rolling calendar year. Moreover, calculation periods can be different for upgrading and for downgrading. Some clients may wish to calculate upgrade points on the current year only, while for downgrades, they may want to look at last year's points. The Tier Management Administration features allow multiple rules to determine when a guest moves from one tier, or level, to another. Criteria can include number of stays, number of nights or revenue, and can be validated by behind the scenes batch processes.

Although OCIS can calculate award points on multiple memberships, only one membership type is validated for Tier Management Administration.

new ones. Statements show how many points were earned, consumed, and/or expired for

members over a period of time. Typically statements are run quarterly, semi-annually, or annually, then printed by a publishing house and sent to members. Filters allow selection

Special Feature — *Opera Extended Stay*

MICROS Systems' newest Opera release introduces several unique enhancements that fill special needs of the Extended Stay Hotel business. In the Extended Stay world, features such as room rates, housekeeping schedules, and even taxes and service charges need to be finely tuned to maintain profit margins while keeping guests satisfied. The articles presented on these next few pages describe some of the important ways Opera accommodates the Extended Stay niche market.

Rate Tiers Bring New Pricing Power to Extended Stay

The new Opera rate tiers feature allows hotels to offer graduated rates that are linked to the length of the guest's stay (LOS). This usually means that the longer the guest stays, the lower the rate. A corporate guest staying for 10 nights, for example, would have a higher rate amount than a corporate guest who is staying for 2 months.

Length of stay categories are completely customizable, and for each tier, the property can set the price, consumption dates, and room types.

Rate tiers can be created for each property. Therefore, in a multi-property environment, each property has the ability to determine how many rate tiers will be established to meet the

Rate tiers allow hotels to offer graduated rates based on the length of stay… the longer the guest stays, the lower the guest's rate.

demands of their business. Properties may configure a maximum of five tiers and a minimum of two tiers.

Rate codes can then be created with graduated rate amounts, based on these tiers. (Even though rate tiers are used for selected rate codes, tiers

need not be applied to all rates.) The property can even have "standard" rate codes with static amounts regardless of the guest's length of stay mixed with tiered rate codes.

Setting up tiered rates is easy. First the *Tiered* check box is selected on the rate header. This differentiates the rate code from a standard rate.

Rate details are then configured as for standard rates, except that you can assign rate amounts separately for each of the length of stay tiers. Each tier has a "tab" on the Rate Details screen.

To make setup even faster, the rate details from the initial tier can be copied to each of the other tiers. This way, you only need to modify rate amounts and other details that may differ from rate tier to rate tier.

Like many other Opera features, Rate Tier functionality is activated by a separate application parameter. Each property may decide whether or not they choose to use this feature.

Facility Management: Extended Stay Cleaning Solution

For Extended Stay properties and other hotels that may not provide a daily housekeeping service for all guest rooms, Facility Management is your solution.

This completely new and optional module allows you to configure facility tasks such as housekeeping services (e.g., Full Service, Light Touch, Total Clean, etc.), along with facility codes that represent items or

codes for 4 bath towels and 4 hand towels and could be scheduled for every 3 days. Facility tasks can also be scheduled based on trigger events such as a guest's departure.

In addition, a priority is assigned to the task/room type combination to determine which facility task will take precedence in the event that two or more tasks converge on a given day of the guest's stay. For example, if

The default schedule set up for the room type can be changed for individual checked in reservations, as necessary, by selecting the new **Facility Scheduler** button from the Reservation Options menu. This might be useful, for example, if children are staying in a room with their parents.

If you choose to employ facility tasks as the basis for preparing Housekeeping Task Sheets, Opera takes the guest's arrival date (or room move date, as appropriate) and refers to the frequency schedule to determine what facility tasks are required for each room and the quantities of facility code items that are required.

In combination with Facility Management, a new planning tool — Facility Forecast — gives you a way to know in advance what facility tasks are due and the quantities of facility code items required for any date in the future.
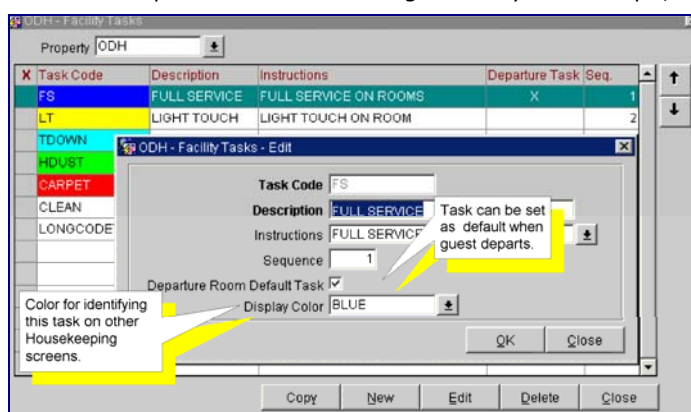
materials associated with the facility tasks (e.g., hand towels, bath towels, sheets, pillowcases, bath amenities, etc.).

Once the facility tasks and facility codes have been defined for the property, they can be attached to specific room types. It is then possible to set up a frequency schedule which defines how often (in days) each facility task will be performed relative to the room type, and the quantities of each facility code item that will be needed for the task/room type combination.

For example, for the Deluxe room type, the Full Service facility task could be scheduled for every 7 days and could be associated with the facility codes for 2 king sheet sets, 8 pillowcases, 4 bath towels, and 4 hand towels. The Light Touch facility task might be associated with the facility

Full Service was scheduled for every 7 days, and Light Touch was scheduled for every 3 days,

these tasks would overlap for any reservation that is in-house for 21 days. For such reservations, Opera would choose the Full Service facility task rather than both Full Service and Light Touch, assuming Full Service had priority 1 and Light Touch had priority 2.

A Rooms Management application parameter allows the property to activate the Facility Management functionality; standard Housekeeping features continue to be available regardless of whether the property wishes to use Facility Management.

Facility Forecast gives you a way to know in advance what facility tasks are due and the quantities of facility code items required for any date in the future.

Special Feature — *Opera Extended Stay*

Managing Generates for Extended Stay Guests

Managing add-ons like taxes and service charges — sometimes called "generates" — can present special challenges for the Extended Stay hotel. For promotional or legal reasons, such hotels may wish to suspend generates posting or to refund these kinds of charges based on the number of nights the guest stays. Now, Opera's Advanced Generates feature takes the manual effort and potential for error out of generates handling for Extended Stay guests.

Generates may be set up for groups of transaction codes or for individual transaction codes, allowing you great flexibility and control over posting. Because of this, generates stop-posting can be applied to any guest expense or group of related expenses — such as room and tax and fixed charges like parking — that are posted automatically through the end-of-day process (a.k.a. "night audit").

When the Advanced Generates option is active, Opera offers several ways for you to administer generates stop-posting for Extended Stays. In all cases, you determine how many nights the guest must stay in order to benefit from the promotion.

The most common way to manage stop-posting is to simply discontinue posting after the guest has stayed the required number of consecutive nights. This is the default *No Adjustment* option. Or suppose you would like to handle the stop-posting as an automatic rebate, applied by the end-of-day routine once the stay requirement has been met. The second option, *During End of Day*, handles this case. A check-out message alerts you of the details of the adjustments made to the guest's bill so you can pass on the good news. Finally, you can allow the end-of-day routine to calculate the adjustment, but defer the decision whether to grant the rebate or not until checkout time. *Prompt at Checkout* gives you this option.

The potential uses of the Advanced Generates feature are varied and go well beyond the Extended Stay environment.

Posting of generates can be automatically halted or rebated based on the number of nights the guest stays. This feature frees staff from a task that, handled manually, can be time consuming and error prone.

Extended Stay Reports Roundup

So you've created tiered rates and captured significant Extended Stay business. Now it's time to look at the factors underlying your success. Opera has several reports that help you analyze your business from an LOS perspective.

▶ **Length of Stay Forecast**. A forecast showing lengths of stay based on room class or room type. The LOS tiers are those set up for your property, or, if none are configured, default LOS periods. Each tier displays the average daily rate and number of rooms sold.

▶ **Length of Stay Forecast by Market Code**. A forecast showing lengths of stay based on market group, market code, room class, or room type. The LOS tiers are those set up for your property, or, if none are configured, default

LOS periods. The level of complexity in this report display is based on the selection of the *Group By* breakdown. Each Tier will display the ADR and Number of Rooms Sold. The Subtotals and the Grand total includes the rooms sold, average daily rate, occupancy %, average LOS, and rooms remaining to sell.

▶ **Sales Tiered Statistics.** A report showing a breakdown of the room nights, room revenue and average daily rate by guest length of stay. The LOS tiers are those set up for your property, or, if none are configured, default LOS periods. The report displays three LOS tiers. The first column displays the stay period for tier 1 and the third column displays the stay period for tier 3. The middle column is a combination of the

remaining tiers. If only two tiers are configured, the third tier column will not display.

▶ **Statistics by Length of Stay.** A report showing the same information as the Sales Tiered Statistics Report except that the report output covers all configured tiers in separate rows instead of columns to allow all needed information to display in the space provided.

▶ **Profile Productivity by Length of Stay.** A report showing the business generated by each profile, broken down by LOS tiers. The output includes a total of all stays, and, if the report is printed by profile type, a grand total of production for the profile type. Additional filters let you report based on a minimum number of nights stayed and a minimum amount of revenue produced.
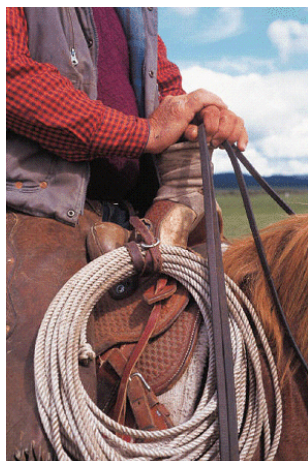
Dear Diary… Valuable Features Added to Function Diary

The Function Diary — one of many indispensable business tools built into Opera Sales & Catering — sports several new features that enhance its functionality, usability, and speed.

▶ **Day Abbreviations** —We have added the day-of-week abbreviations to the date display on top of the diary in the 21-day view. (Fig. 1.) For narrower views, AM and PM time slots are displayed with different shading so they're easier to recognize. (Fig. 2.)

▶ **Waitlisted Events**— And in all views, events that have waitlisted functions behind them can now be identified much easier by a (W) before the label of the event that currently holds the function space. (Fig. 2.)

▶ **Create New Events**— When setting up new events using the Function Diary, you may notice a small but helpful change in behavior. As you click in the time cells on the grid to indicate the approximate start and end times for the event, gray markers appear, allowing you to see your new event take shape on the screen. The event is labeled "New Event" until you specify an event title.

As you proceed with event setup you will specify the event details, including the exact start and end times, as before. When you return to the Function Diary, the new event appears in its precise time slot with its assigned label. (Fig. 3.)
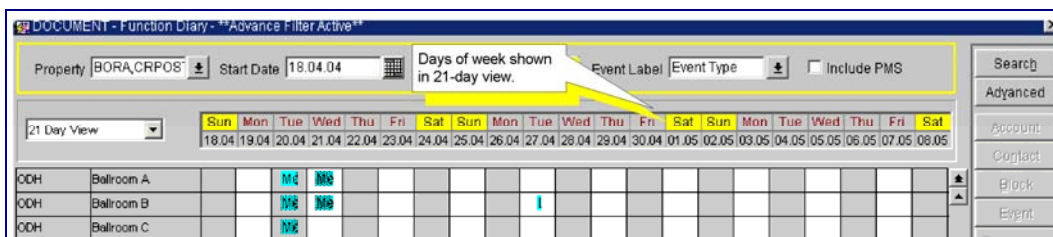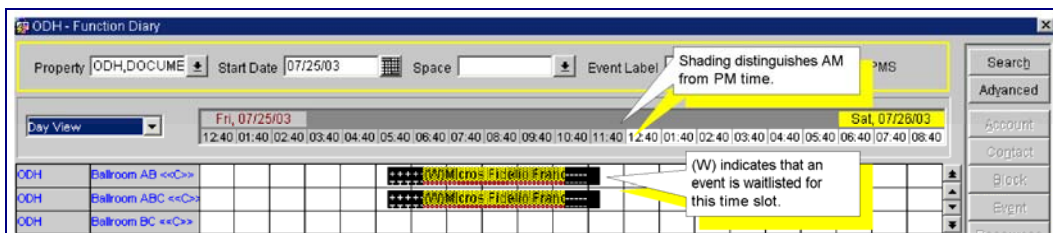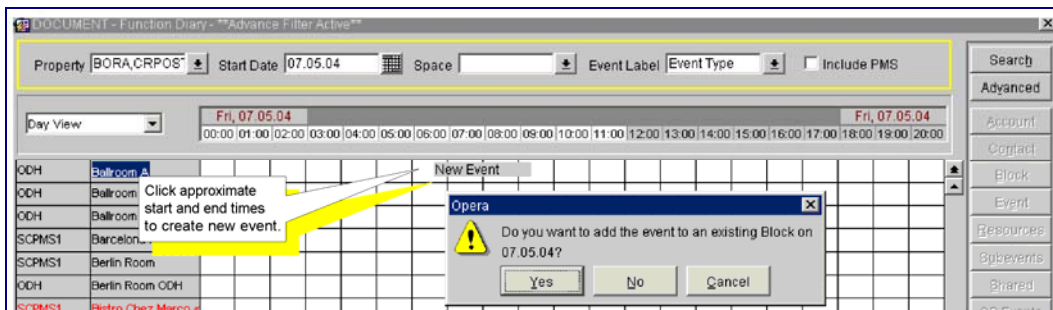
To create new events using the Function Diary, simply click in the event start-time cell and in the event end-time cell. Then proceed with event details set up.

Fig. 1

Fig. 2

Fig. 3

▶ **Function Diary Query of PMS Reservations** — Even though Opera can show guest "sleeping rooms" as event spaces on the function diary, the display of these dual-purpose rooms is resource intensive and may slow down diary display. A new application setting allows you to decide whether or not Opera should check PMS reservations to show these rooms on the Function Diary display. De-activating this setting will ensure that Function Diary performance at hotels that seldom or never book guest rooms as function spaces is not degraded by unnecessary searches.

ORS and SFA Partnership Strengthened

Starting with Opera Version 2.6, it now is now possible to open a Sales Force Automation (SFA) session from within the ORS module. This significant achievement means **one** access point for regional, national, or international sales staff into both the ORS and SFA modules. This option is available by simply assigning an SFA property ID to an ORS user. When the user signs into the ORS module, SFA screens appear rather than the ORS screens. The differences don't stop there, however. Many integration features have been added that tie the two modules much tighter together in overlapping areas such as profile management and group bookings.

On account management level, SFA users now benefit from ORS features such as:

Negotiated Rates, Subscriptions, and Preferences. Access to History and Future Reservations is readily available, as are the ORS Detailed Availability screen and Occupancy Graph. Additionally the Account Revenue Overview feature has been enhanced for both ORS and SFA staff and now shows a multi-year, multi-property overview of actual and definite room night and room revenue data per account. This makes it an excellent tool for account evaluation and contract re-negotiations.

On the booking level, the SFA user can now see allotments as they have been created in ORS or as uploaded from any Opera or V6 PMS system. Bookings can be created from the SFA system as regular lead bookings, or as direct bookings into any property using ORS data exchange through OXI.

Lastly, SFA mailing capabilities have been extended to allow mailings to direct guests as well as to companies or contacts in the ORS environment.

We are certain that these additional features represent a huge step forward in the integration of Opera modules on a central level and will help central sales staff manage their daily work better, regardless of whether their tasks focus on FIT or group bookings.

For Your Eyes Only: SFA Viewership

Only staff members whose initials are on the owner list of an account or contact have rights to access and view the related details such as activities, bookings, or potentials.

A feature that has long been requested by SFA customers is now available with the Sales Force Automation module in Opera Version 2.6. The new Viewership Restrictions for account and contact information prevents unauthorized users from accessing sensitive data like contact address details and phone numbers.

Only staff members whose initials are on the owner list of an account or contact have rights to access and view the related details such as activities, bookings, or potentials.

When using the account or contact search screens, only "owned" records will be displayed from the start. Moreover, when drilling down from the account module to contacts, bookings, potentials or activities, records that are not owned by the current user will be listed on the relevant search results screens, but will be marked with the word RESTRICTED beside the account or contact name. These records may not be viewed or edited.

Restrictions on data access also apply to other SFA activities like data extraction, mailings, and reporting.

In the highly competitive regional, national, and international sales office arena, this additional feature will provide added data security and will help ensure that only those with a need-to-know have access to data that could make or break a contract or a business deal.
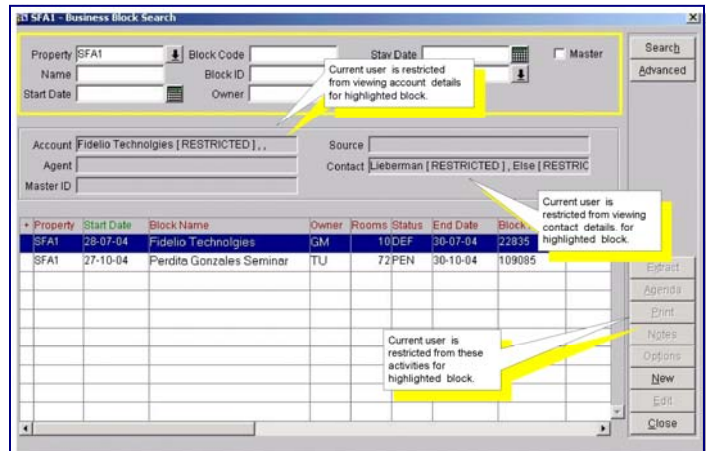
A Peek Behind the Scenes at Automated Testing

If you've ever seen the Crash Test Dummy TV commercials, you understand the purpose of automated testing. It's to find problems in a product before they affect people in the real world. With the same goal in mind, no Opera upgrade leaves our facility until the MICROS-Fidelio Opera Automated Testing team (OAT, for short) has run your new program through its paces. We have designed an exhaustive series of regression tests that make certain that even features that were not been changed by the new release have not been inadvertently "broken" during product development.

State of the art automated tools apply repetitive tests that replicate hundreds of typical hotel scenarios — and a few that you're highly unlikely to ever run into. We can even test for compliance with complicated country-specific legal, tax, and financial reporting requirements. Our test software lets us check Opera with a thoroughness that would be virtually impossible with even the fastest and smartest human QA testers.

In addition to testing for accurate and dependable operation, we also look for efficient performance. Over 600 performance tests, each repeated 10 times to obtain reliable average times, make certain that the enhancements and modifications in the new release do not come at the expense of slower response. This is done by comparing speed of operation between releases. A significant increase in the newest upgrade would make it important for us to find out why.

Here are a few details about the tests we conduct.

▶ **PMS** – Functionality testing for the Opera Property Management System includes almost 1,700 separate scenarios and verifications. Test "playscripts" examine the main PMS modules as well as interactions between PMS and property interfaces. Each set of tests takes a module through basic functionality checks to more complex situations. Take the Availability test series, for example.

Availability is monitored throughout such operations as reservation booking to adding sharers, breaking shares, combining shares, creating shares with overlapping dates, making room moves, early departures, extended stays, day-use rooms, out of order rooms, out of service rooms, and much more. Each step of the way, verifications make sure that physical inventory is being correctly updated, and that all areas such as maximum and minimum availability, number of adults, etc., are each being updated properly.

▶ **Multi-Property** – A total of 360 separate scenarios are used to test multi-property functionality (see tables at right), including configuring several working properties from scratch with both PMS and S&C features. In addition, cross reservations activities are verified — from searching for properties to creating multi-leg cross-property reservations using all reservations options.

▶ **Sales & Catering** – The functionality testing for S&C includes 750 scenarios or verifications. The scenarios are divided among the main S&C modules. For example, the Business Block scenarios test the complete life-cycle of a business block: creation, copying, moving, and deletion. At each point in the cycle, the test program verifies the inventory, room revenue, and other vital block information. Once the basic block options are covered, additional verifications are conducted, including such activates as posting deposits, making reservations, room assignments, and eventually, guest check in.
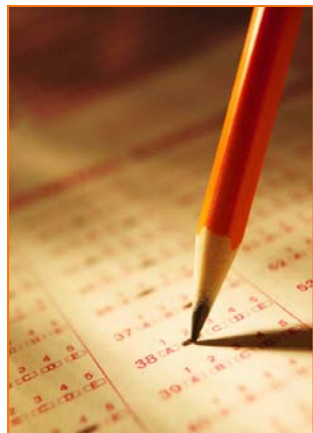
▶ **Opera Xchange Interface (OXI)** - Typical business events for reservations, blocks, housekeeping and rate setup are created and uploaded into FTCRS via OXI. In addition, the download of profiles and reservations is tested by running multiple sample messages through the OXI simulator into Opera PMS.

Rest assured that we don't leave our testing entirely up to machines. All Product Managers and Development Team members are also involved in "hand testing" each feature of every release.

Sample PMS Test Scenarios

PMS Module	# Tests
Accounts Rec.	62
Availability	116
Cashiering	118
Commissions	36
Housekeeping	82
Multi-property	153
Packages	121
PMS Performance	61
Profiles	43
Rate Mgmt	361
Reservations	153

Sample S&C Test Scenarios

S&C Module	# Tests
Accounts	15
Activities	25
Bookings	291
Contacts	17
Events	156
Reports	101
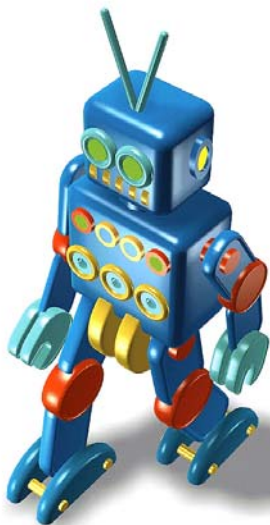
New Posting Feature Works for Peanuts

One of the essential functions of transaction codes is to identify and group sources of revenue in ways that are meaningful to hotel decision makers. When deciding whether to include mini-bars in rooms at a new chain location, for example, it would probably be useful for planners to know how much income is generated by mini-bar sales at existing locations. By pulling up reports on the transaction codes that include mini-bar food and beverage sales, that information would be immediately available. But what about a marketing study that is focusing on guest preferences — analyzing what products sell best. For this task it would be better to know whether Coke or Perrier is a more popular mini-bar choice, something the transaction codes themselves don't reveal.

Now, transaction codes can be used to collect both kinds of information, thanks to the introduction of Opera transaction code articles. Articles are used to break down and collect statistics on specific types of postings that may be too detailed for reporting on a transaction code report.

Articles provide a way to zoom in on the individual

Articles		
Find 1%		
Code	Description	Price
10	Peanuts	1.50
11	Potato Chips	2.00
12	Peanut Butter Crackers	2.00
13	Party Mix	2.65

Find | OK | Cancel

elements that contribute to the revenue generated by a transaction code, without losing sight of the big picture. Article codes may be set up to identify any number of elements that might be included by the transaction code. For example, the mini-bar food transaction code might include article codes for peanuts, potato chips, pretzels, and so on. You may post charges to each article, which at the same time will report revenue back to the "umbrella" transaction code. Taxes and generates for articles are determined by the transaction code with which the article is associated.

Whether and how you will be prompted to select articles when posting to a transaction code that includes this feature is under the property's control. Options are never prompt; always show the article prompt; and prompt upon request. The article prompt is a pop-up list that shows articles available for the transaction code chosen .

For cashiers who are familiar with the choices, shortcut notations allow them to enter article codes directly in the Code field of the Transaction Posting screen. For example, to post a charge for potato chips, which has a code of, say, 11, the cashier can simply type .11 in the Code field.

Opera standard reports include summary and detail run-downs on revenue and statistics associated with both transaction codes and articles.

Manual Posting Boosts the Power of Rate Codes

Opera has always made it easy to post charges against multiple transaction codes in a single action — for example, room and tax, or food and beverage with associated tax and service charge. Now it's also possible to manually post a rate code, which takes this time-saving idea a step further. By posting a rate code — which may have many inclusions such as room charges, state and city taxes, champagne, breakfast, etc. — you can, in-effect, post several transactions in one go, automatically assigning revenues to the appropriate accounting "buckets."

This new functionality has multiple uses. How many times has it happened that a guest arrives late, after the end of day routine has been run and room and tax has been posted for the business date just ended? Now you can simply post the guest's rate code without having to itemize individual charges. This is especially convenient when packages are involved. You may also create or forego package allowances, if they are associated with the rate code.

Manually posting a rate code does not in any way change the rate code, rate, number of persons, or any other details associated with the reservation.

Nor does it "trigger" any fixed charges that may be attached to the reservation.

The Catering office will find it easy to generate folios for meetings using this feature. After defining a "conference delegate" rate code, they can select that rate code and post a quantity equal to the number of attendees. Packages attached to the rate code might include per-person charges for lunch, coffee breaks, and so on. Revenues and taxes are distributed internally.

The new Post Rate Code option appears on the Billing screen options menu and uses the standard Opera Transaction Posting screen.
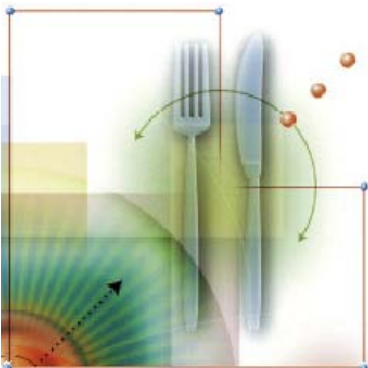
BARs Helps Customers Get the Best Deals

(Continued from page 1)

Query search screen and Rate Query Details screen, or via an application parameter setting in the ORS environment.

When a Best Available Rate query is initiated, Opera shows the four lowest rate amounts for each room type based on the stay dates. Rates are displayed
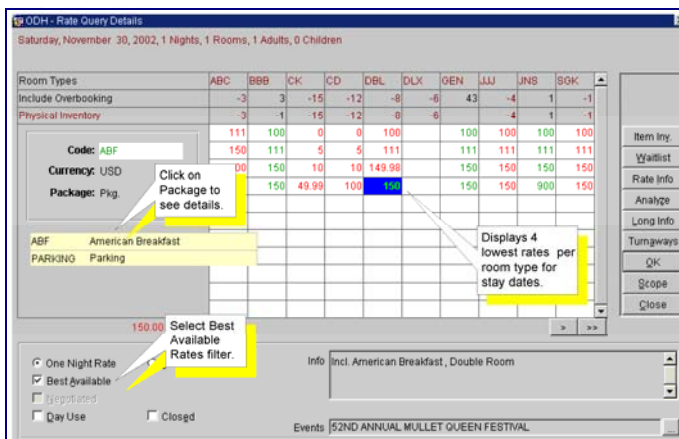
amount for room type DLX might be $100, but the next higher rate amount for DLX, $110, might include breakfast for two.

In ORS, when using the Cross-Property Selling process, the Best Available Rates grid can be chosen as the default display, or it may be accessed as a filter option while working

Rate Query search screen to speed, direct, and simplify rate searching.

When choosing room features you can select as many options as you like from the list of features available for the room types your guest is interested in. For example, if a guest were looking for a room with a pool view, the rates and room types returned by your rate query on the Rate Query Details grid would only be for those room types that have a pool view. The Packages field is also a multi-select list of values displaying all packages that have been established for your property. Selecting all Breakfast packages would, for instance, return all rates that have a breakfast package on either the rate header or the rate detail.

in order of the lowest to the highest opportunity for each room type. Best Available Rates are determined on the rate amount alone. This is important to note in the sell process because the lowest amount is not always the best value. As an illustration, the lowest rate

with the Sales screen. The reservation agent can quickly change the multi-property display of Best Available Rate amounts to advise the guests of good deals at each property.

In addition to BARs, *Features* and *Packages* filters have been introduced on the

Best Available Rates and the other new rate filters work together for a faster sell process. Use them to quickly establish the needs of the caller and return those rates that will address the guest's specific requests, whether they be a breakfast package, a room near the pool, or simply the lowest available weekend rate for your property.
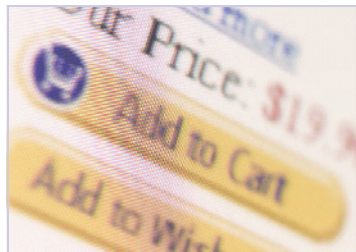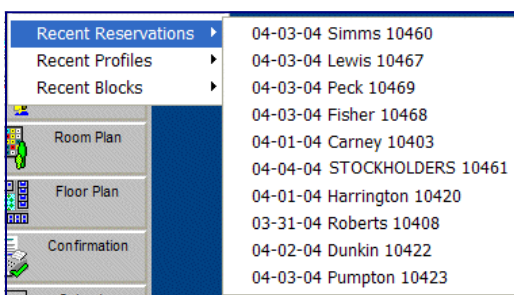
"Recently Used" Lists Are Real Time Savers

You're probably familiar with the handy "recently used" feature that's built into many PC applications, such as Word and Excel. This time-saving tool presents a list of the files,

documents, and spreadsheets that you have worked with most recently so you can get back to them fast. Opera has added a variation of this stress-reducer to help you to quickly re-access up to ten of your own most recently opened reservations, profiles, blocks and Sales & Catering events and accounts.

The Recent Reservations, Recent Profiles, and Recent Blocks options can be found under the **Reservations** menu bar selection in Opera PMS. When you're working in Opera Sales & Catering, Recent Accounts appears under the **Customer Management** menu bar option, and Recent Blocks and Recent Events are both **Business Management** menu bar choices. Just click on the item you want to re-open and it's back on screen.

The Recently Used List allows access to the 10 most recently opened reservations, profiles, blocks, Sales & Catering events, and accounts.

Get Out of Line with Opera's Kiosk Solutions

The self-service kiosk is becoming a standard fixture as businesses seek to balance cost-cutting measures with customer convenience. Many hotels and resorts provide kiosks as an option for guests performing routine activities like check in and check out.

Two new MICROS Systems kiosk products promise to help shorten lines at the front desk and keep guest satisfaction high. The Opera Kiosk System is a comprehensive interface that links kiosk users to the Opera Enterprise Solution; and Opera Web Services for Kiosk provides an API that enables Opera to interact with other vendors' web-based kiosk systems.

Opera Kiosk System

At check-in time, the Opera Kiosk System lets guests identify themselves by entering their last name, by swiping a credit card or membership card, or by entering a reservation confirmation number. (Depending on the configuration options chosen, the guest's last name may be required in addition to one of the other ID methods.) Guests may also make address and phone number changes, modify the number of adults and children on their reservations, retrieve messages, and create keys using a remote key encoder.

The Opera Kiosk System speeds check out by letting guests display and print their folios, retrieve messages, and add mini-bar items to their bills. Other Opera Kiosk System features include:

▶ Full compatibility with Fidelio EFT and key interfaces (EFT Interface is required);

▶ Multi-language support;

▶ Customized screen graphics to reflect brand or corporate identity.

Web Services for Kiosk

This set of APIs allows third parties to design web-enabled kiosk applications that work with the Opera system installed at the property. Using the API, they may take advantage of check-in functions that can:

▶ Verify guest identity by a swiped credit card or membership card, or by a confirmation number entered by the guest. The API can also be used to provide verification of the guest's last name, entered alone or in combination with a reservation confirmation number, credit card, or membership card.

▶ Support changes to address and phone number information.

▶ Accommodate modifications to the number of persons on the reservation.

▶ Generate room keys.

At check out, the API permits retrieval of new guest messages. In addition, a function is also available to allow kiosk check out only if the guest is responsible for paying all Billing screen windows.

Where self-service kiosks are the answer, get guests out of line with the Opera Kiosk System and Web Services for Kiosk.

Two new MICROS Systems kiosk solutions introduced: Opera Kiosk System and Web Services for Kiosk

Opera Web Suite Introduces Web Services

The Opera Web Suite's new Web Services (OWS-WS) is an integrated family of APIs that provide seamless web access to Opera Hotel Edition (ORS, Multi-Property PMS, and single-property PMS) plus ORS reservations and profile information. With OWS, hotels and chains can easily open reservations and profile data to guests, loyalty members, corporate accounts, and travel agents via their own branded web presence. OWS APIs can be used as the basis for creating hotel and hotel-chain online reservation systems, loyalty program information sources, and, in the future, for specialized corporate and travel agent portals.

OWS-WS allows clients to tap into the power of Opera in an extremely flexible way. No other property management or central reservations software product offers a versatile tool like OWS. With OWS, clients escape the limitations of the "cookie-cutter" template approach to web/database interface design. OWS gives complete freedom to draw on the full potential of Opera's single-image inventory and one-stop hotel distribution.

Because OWS-WS uses industry-standard web service technology and can interact with any external operating system platform, vendors and clients are free to design their sites using the technology and platform of their choosing, whether that incorporates Java J2EE, Microsoft Windows, or any of the myriad other available options. OWS-WS is robust and scalable, and has been designed for speed. OWS accommodates industry standard options for critical business systems such as hardware and software load balancing and failover cluster design.

OWS-WS and Opera's Channel Management allows hotels the flexibility to adopt business models that will give them maximum exposure to web users around the world!

ORS Enhancements = Power + Simplicity

▶ **Login Made Easier** – Most users log into the same CRO each time they start a new ORS session. Now it is possible to set a default login CRO for each ORS user in order to save time when logging in. The Opera Login screen will auto-populate the

CRO field with the code for the user's central reservations office. Of course, you may change the default login CRO at login time.

▶ **Turnaway Screen Gets Smarter** – Clients using the Turnaway screen will appreciate the new functionality built into this feature. A *Rate Code* field has been added to collect additional information that

may be of use in fine-tuning rate structures. This field is auto-populated based on the last rate highlighted during the booking process.

The *Market Code* field auto-populates depending on the rate code. Market codes and rate codes may also be set manually. If the agent selects an alternate property resulting in no reservation booking, a regret is noted.

Auto-denials are recorded based on the following conditions: the property is sold out, the room type is sold out, the rate-room is closed, or the rate code is closed. (If any of these conditions is encountered while checking availability, a denial is automatically recorded when End Call is selected. Similarly, an automatic denial is registered if the agent searches on a property at which no inventory is available, for whatever reason.)

▶ **Rule Schedule Overrides** – A new option lets you create deposit, cancellation, or reservation rules that override property-level rules for a specified period of time. To create an override rule, simply select the *Override* check box on any new or existing Rule Schedule screen.

▶ **Inventory Status Display Revamped** – You are no-doubt familiar with the Availability Calendar, a month-by-month picture of the property's room inventory. A wide selection of filters let you view availability details from several perspectives, depending on your purpose. User suggestions have led to an enhanced Availability screen that includes several new improvements.

Auto-denials are recorded based on the following conditions: the property is sold out, the room type is sold out, the rate-room is closed, or the rate code is closed.

New Interface Consolidates Yield Management

The new MICROS-Fidelio Central Yield Interface allows clients to consolidate yield management for a full range of integrated reservations systems from one central yield interface. All participating applications obtain availability from a single API, which is controlled by the Opus yield system. When the GDS (Global Distribution System), ADS (Alternate Distribution System), OWS (Opera Web Suite), ORS (Opera Reservation System) and PMS (Opera Property Management System) are seamlessly connected and providing real-time online access to availability, all these systems can be yielded by a single Opus TLPe connected centrally to the ORS. The Central Yield Interface can also receive yield
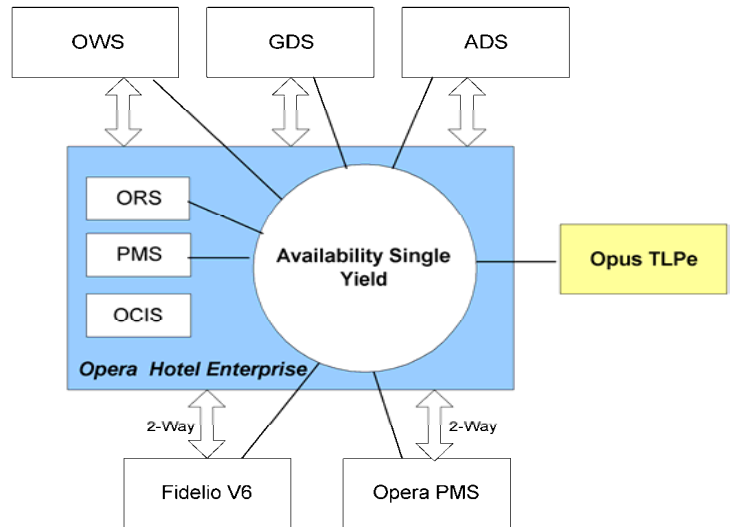
information from Fidelio V6 or Opera PMS systems having a locally installed TLP.

Regardless of whether the Central Yield Interface has been set up with a single Opus TLPe connected to ORS, or with Opus TLP connected locally to individual

PMS systems, hurdles, oversell limits and inventory controls are passed between ORS and PMS. (Some limitations apply when using Fidelio V6.) In general, currently supported data includes that shown in the table.
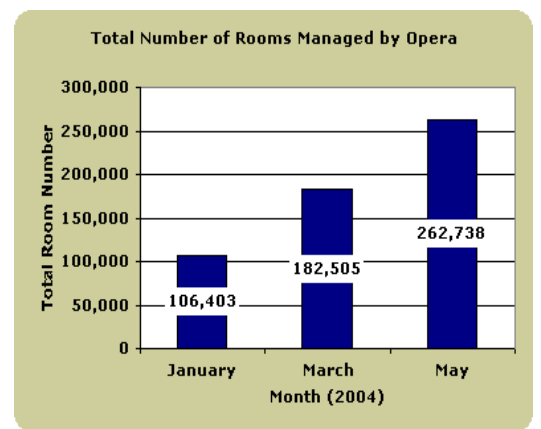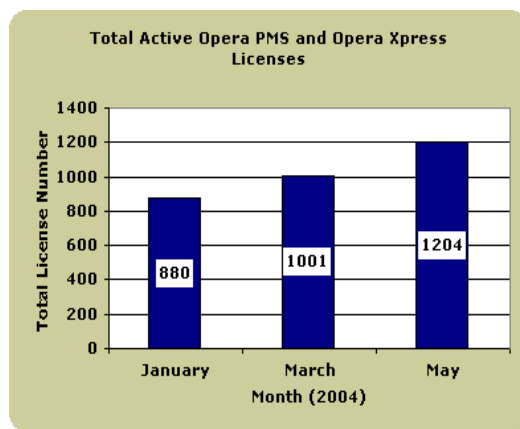
All applications obtain availability from one and the same API, controlled by the Opus yield system. If seamlessly connected, GDS, ADS, OWS, ORS, and PMS are all yielded. Remote PMS's are updated with Opus yield information via 2-Way.

Data Direction	Yield Data Supported
From TLP to ORS to PMS	Hurdles, oversell limits.
From PMS to ORS to TLPe	New/modified reservations, new/modified blocks, new/modified inventory records.
From TLP to PMS to ORS	Hurdles, oversell limits, new/modified inventory records.
From ORS to PMS to TLP	New/modified reservations, new/modified blocks, new/modified inventory records.

Notes:

▶ The GDS, ADS, and OWS only work with yield information if they are seamlessly connected to ORS (i.e. checking for availability on-line from the ORS database) either direct or via a switch. ORS does not transfer any yield information to these systems.

▶ Yield information is passed via OXI/OXI_HUB for Opera PMS properties and via the V3 and TLPi interfaces for Fidelio V6 properties.

Opera Stats

Total Active Opera PMS and Opera Xpress Licenses — January 880, March 1001, May 1204

Total Number of Rooms Managed by Opera — January 106,403, March 182,505, May 262,738

NEWS RELEASES

Wynn Resorts Selects MICROS Full Suite of Products to Offer Superior Guest Experience

MICROS Systems, Inc. is pleased to announce that Wynn Resorts, Ltd., currently developing the highly anticipated Wynn Las Vegas destination resort opening April, 2005 in Las Vegas, has selected both the MICROS 9700 HMS for all of its food and beverage operations, and the MICROS Opera Enterprise Solution for all of its hotel operations.

"MICROS is very pleased to be selected by Wynn Resorts," stated Tom Giannopoulos, Chairman and CEO of MICROS Systems. "Wynn Resorts' adoption of the total MICROS suite of products for both its food and beverage and hotel operations validates our product strategy for the casino industry. Most important, MICROS is providing the necessary tools to offer the superior guest experience that is at the heart of the Wynn concept."

MICROS's Opera Suite will provide full property management, guest profile and central reservation capabilities, including an online booking engine allowing hotel reservations to be made via the Wynn Las Vegas website. And Opera Gaming, which is tightly integrated with the Casino Management System, will provide elevated control over player comps.

Opera Enterprise is Key to WestCoast Hospitality's Success with Major Web Booking Sites

MICROS Systems, Inc. is playing a key role in the early success of an ambitious initiative launched by WestCoast Hospitality Corporation on August 1, 2003. Using the MICROS Opera Enterprise Solution to centralize reservations data for all of its properties with all major hotel booking websites, WestCoast Hospitality's properties have already enjoyed incremental gains of more than 19%.

As part of its Alternative Distribution Channel (ADS) Management program, WestCoast Hospitality has signed corporate agreements with the top nine leading hotel booking websites, thereby eliminating the need to have each property negotiate its own contract. The top nine booking websites collectively represent over 80% of all hotel rooms booked online. In addition to beneficial terms, WestCoast's ADS Management program was able to negotiate features for all its properties such as priority placement on search lists and real-time rate and inventory flexibility with the various channels.

Kempinski Hotels & Resorts Migrating 100-Plus Years of Luxury Tradition to MICROS OPERA Enterprise Solution

MICROS Systems, Inc. and Kempinski Hotels & Resorts, Europe's oldest luxury hotel management company, announce Kempinski is upgrading to MICROS Opera Property Management Systems (PMS) and Opera Sales & Catering (S&C). The upgrade takes place in all new Kempinski properties and those already using MICROS's Fidelio V6 PMS. One of the first installations will take place at the Abu Dhabi Conference Palace, the largest hotel project in the Gulf and venue of the 2004 Summit of the Gulf Co-Operation Council for Arab States (GCC).

Kempinski Hotels & Resorts has relied on MICROS products since 1991. After spending 10 months researching and evaluating options for its next generation hotel system, Kempinski selected to stay with MICROS, in part because of the company's extensive network of support and services. Kempinski also chose the Opera Enterprise Solution because it provided real-time information and full integration with the Kempinski business structure.

ORS and OCIS Gain Popularity in Asia Pacific Region

Throughout the region, the Opera Reservation System (ORS) and Opera Central Information System (OCIS) are attracting attention.

Shangri-La Hotels and Resorts have adopted ORS and OCIS as the successor to their Merlin (FHQ) distributed reservation system and in-house membership program. The Hong Kong based group operates 42 hotels across Asia Pacific, representing over 22.000 guest rooms. In March 2004, the Hong Kong Central Reservation Office went live with on-line availability and centralized profiles for all key guest and corporate accounts. The renowned Golden Circle guest loyalty program switched to Opera OCIS at the same time. ORS is also operated in their regional reservation centers in Tokyo, Japan, Kuala Lumpur, Malaysia and London, England.
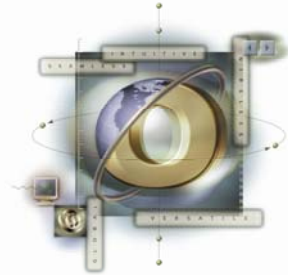
Voyages Hotels and Resorts, based in Sydney, Australia, will commence their central reservation operations using ORS/OCIS in June 2004. Installation of Opera Web Suite and Lasata Vision (Reporting) will follow the go-live of ORS.

Royal Park Hotels are gearing up for their entry into centralized operations and service delivery by deploying the

News Releases

Opera ORS and OCIS Enterprise Applications in their Tokyo based Central Reservations Office. At the property level, OXIHUB and the V3 interface will connect the Version 7 PMS. Interfaces between ORS, Pegasus CRS (ResView) and Japan Travel Bureau (TLX) will be installed for the voice center operations scheduled to go live in early July 2004.

The Peninsula Hotels have commenced preparations for a migration from the Fidelio Technology Central Reservation System to ORS/OCIS, with a cutover planned for late August of 2004.

Opera Multi-Property Gathers Momentum in the Asia Pacific Region

Utilizing Oracle thin client technology and Opera Multi-Property PMS and S&C systems, many hotels have chosen to consolidate IT infrastructure costs and key business functions and are well into their Opera roll out plans. With Opera hosted centrally, the application is deployed efficiently with minimal IT needs at the property level.

The corporate IT or data centers are designed with high system availability in mind. Redundant communications are also in place, enabling high service level agreements with the end user properties.

Many resorts and hotels in the region are using Opera multi-property enterprise solutions. Among them are Hainan Airlines and Kai Yuan Group in China, and the Solare Hotels and Resorts and Resort Trust Group in Japan. Starwood's Seagia Resort in Japan, Westin Seoul and Westin Pusan in Korea, are also among those adopting this technology. In addition, several Inter. Continental Hotel Group (IHG) properties in Tahiti French Polynesia, Australia and New Zealand are using Opera to manage their businesses.

A world leader in information technology, MICROS provides complete information management solutions including software, hardware, enterprise systems integration, consulting and support.

MICROS Systems, Inc. provides enterprise applications for the hospitality industry worldwide.

MICROS provides property management systems and central reservation and customer information solutions under the brand MICROS-Fidelio for more than 10,000 hotels worldwide.

Through our global markets subsidiary, MICROS-Fidelio International, we continue to strengthen our worldwide position as the premier provider of enterprise-wide integrated information technologies.